

ALL VOLUNTEERS

1. **Thank you** for your help. It is volunteer support that makes this ministry work. We cannot do this without you. Thank you. Thank you. Thank you.
2. **Please sign in.** Be sure to include your email address. Email is our primary method of communication.
3. **Wear a name badge.**
4. Some of these instructions may change from month to month as we learn and as we grow. You will receive **orientation** in your work area each month. Please review all of these instructions so that you not only understand your role, but also how your role impacts the success of others and the entire process.
5. **Please speak up if you need help.**
6. Some of the instructions may seem unnecessarily formal or rigid, but please understand that we are trying to design systems that will scale up to much larger volumes in the future. In the same vein, please provide **feedback afterwards** about how the process can be improved, streamlined, done faster, done with fewer people.
7. Please stay around and help **clean up**.
8. Please refer to separate sheet for **timetables**.

WORK TEAMS OVERVIEW

(Details follow the Overview)

There are several work area teams, each with a team leader. Team leaders are asked to arrive early, stay until all work is done, and participate in “lessons learned” discussion immediately following completion.

1. **McKinney Team.** Leader arrives 6:00am and ensures trailer/truck is ready. Team arrives 6:15am and stay until last bulk box is received into the church. Includes travel to the McKinney drop point, loading the bulk boxes, checking quantities, returning to church with the bulk boxes, helping receive the boxes into the church building.
2. **Traffic Control Team.** Leader arrives 6:30am. Team arrives 7:00am. Includes placing/retrieving yard signs and cones, monitoring/guiding vehicle flow around the building, and greeting (radios).
3. **Box Filling Team.** Leader arrives 6:30am. Team arrives 7:00am. Includes taping up empty boxes, box filling, box walking, flattening used boxes for recycling, and initial clean-up. This activity is over when the last order box is filled and all the clean up tasks that can be done are done. With larger volumes, order filling will continue after the customer delivery process has begun.
4. **Bulk Replenishment Team.** Includes replenishment of the bulk boxes for the order fillers, initial clean-up.
5. **Order Assembly Team.** Includes parking lot greeter/check-in, and calling in orders (radio) from the parking lot, order assembling, order checking, and staging boxes prior to Order Assembly.
6. **Order Delivery Team.** Leader arrives 6:30am. Team arrives 7:00am. Includes delivering the orders to the clients, check-out (signature), collecting ACO vouchers, and staging orders between Order Assembly and Order Delivery. This activity is over when the last client arrives and signs for their order.
7. **Customer Service Team.** Leaders arrives 6:30am. Includes solving disputes, client complaints, and calling missing clients. Takes orders for next month.
8. **Two Administrators (inside and outside) with at least one laptop and wireless connection.**

WORK AREA TEAM DETAILS

McKinney Team – Starts 6:15 AM

Needs: Trailer or truck space for bulk food boxes, clipboard and pen for manifest, cell phone to communicate with home base. Leader + crew of 7.

1. Meet at the church. Team Leader provides **last minute instructions**.
2. **Travel** together to the pick up site
3. Load bulk boxes in an **orderly fashion** for accuracy and ease of receiving at the church.
4. Check off the **manifest** as the boxes are loaded into our vehicle.
5. **Double check** the manifest before departure.
6. Double check the McKinney **contact name** and phone number for follow-up in case there is a problem.
7. Call the church to provide an **ETA** when leaving McKinney. Note any **food substitutions** during that call so they know what to expect.

FUMC Allen Team Leaders – Arrive 6:30am

1. **Review order quantities, substitutions.**
2. **Prepare for your teams** to arrive
 - a. Materials
 - b. Radio checks
 - c. Last minute instructions

(Everyone) Setting up Tables – Start at 7:00am

1. **Orient crew** – last minute instructions for table arrangement
2. Set up the indoor **tables** in a loop Note that indoor tables may be set up the night before.
3. Set up outdoor tables following the diagram. **BE SURE THAT THE TABLE LEGS ARE LOCKED.**

Traffic Control Team – Start 7:00am

Needs: Traffic cones, (6) reflective vests, (6) 2-way radios for all, Leader + crew of 6.

1. Team Leader provides **last minute instructions**.
2. Six traffic controllers and one team leader each with radio
3. Issue 6 **reflective vests** and insist that they be worn – be visible
4. Issue 6 **radios** tuned to one frequency and check them
5. Place 8 **yards signs** and traffic cones to direct car traffic, and place the large banner visible from the street.
6. Be in place by 7:45 AM. Station yourselves in the **four corners** of the parking lot and at the **Jupiter Ave entrance** to the parking lot. **Second person at SW corner to enforce 1-way traffic.**
7. Traffic flow will be **one-way clockwise** around the building. The southwest opening from Greenville Ave. will be **EXIT ONLY**. The northwest opening will be **ENTRANCE ONLY**. Help direct **all visitors** to their destinations.
8. Use **radios to communicate** with each other. Let us know if you need help, or if you have an un-cooperative driver.

(Everyone) - Bulk Box Receiving When McKinney crew arrives - ~7:45 AM

1. Drive the vehicle(s) to **side door** of the building near the kitchen. For the Fellowship Hall, this is the north side across from pastors' parking. For the gym, this is the south side at the loading dock.
2. Form an **assembly line** (or 2 lines when using the gym) to unload and bring the bulk boxes to the order filling area. Use the tables to slide boxes to their destinations.
3. **Each station has a person (Box Filler or Replenisher)** at each replenishment position to monitor each replenishment position and collect/stack their specific boxes as they come in. There are 18 bulk locations and 18 **Box Fillers** and **Replenishers** on the inside of the loop – **one person per item**. The **Box Fillers** and **Replenishers** will each be watching and listening for their one individual item and guiding people to slide it to their location. **Box Filler** and **Replenishers** may elect to work as a team for a pair of positions. They will be teammates later during box filling.
4. The **“Specials” station** has an **Order Assembler** to collect the specials as they come in the building.
5. Everyone, **save your back**. Slide the boxes on the tables as much as possible.
6. When the **first box of each item** comes in the door, we may slow down the line for a moment so that location can be determined and sorted to that location without confusion and double handling.
7. **Pay special attention to items that may be alike such as different styles of chicken.**
8. **Keep the tables clear** until all of the bulk boxes are unloaded and stacked in place on the floor. Stack **replenishment boxes** in the center aisle on the floor. Leave room between the tables and the boxes so the replenishers can move around to make replenishment easy.
9. Organize the space and **place boxes where they belong** the first time. Avoid double handling.
10. When all boxes are unloaded, the **Box Fillers** and **Replenishers** will do an **item count**. **One person per item**. Count the individual loose items and add the quantities in the sealed bulk boxes. If the box is sealed, don't open it. If the box is not sealed, then count the items in the box as part of the loose count. Avoid opening sealed boxes to keep the frozen food cold. **Each person is responsible for the total count of one product and reporting to the Box Filling Team Leader.**
11. The **Order Assembler** will count the **“specials”**.
12. **Box Filling Team Leader** and **Order Assembly Team Leader** report counts to the Administrator before any boxes are put up on the tables.

Box Filling Team – Start 7:00am

Needs: **Knock-down box supply, tape dispensers and extra tape, (2) table signs for each food item with tape.**
Leader + crew of 15.

1. Help **set up tables**.
2. Team Leader provides **last minute instructions**..
3. Review the menu for the month and determine the **optimum sequence of filling the boxes**. It helps for the largest and heaviest items to go in the boxes first when order filling. It also helps if the boxed and canned foods can go in the order box early, especially if the box or can is large. Fragile items (eggs) and lightest items (pies) go last.
4. Write and tape the **food signs** to the tables opposite each other on the inside and outside of the loop. Space the food items 2 per table, and place the signs together in the middle of each table. Be sure not to have any tape on the table surface (it will get snagged by the boxes).
5. Tape up sufficient quantity of **empty boxes** for the month's orders. For larger order volumes, tape-up as many boxes as space allows and make more during box filling. We can use some of the used bulk boxes after they are emptied.
6. Help **unload bulk boxes** when they arrive from McKinney. Only after bulk boxes are unloaded and checked, will the box filling can begin.

Box Filler - Inside of the Tables

Needs: **Gloves for frozen food. Crew of 9 (of the 15 listed above for Box Filling Team).**

1. You are responsible for **correctly filling each box**. There will be no formal checking (it takes too long). Order filling accuracy is critical.
2. You will stand at a designated station and be **responsible for two food items**. As the order box passes by, place those two food items in the box.
3. Replenishment boxes will be staged behind you on the floor. One box will be staged along side the "active" box, ready when the "active" box is empty. **Replenishers will keep you stocked**. See diagram.
4. Focus on the boxes flowing in front of you. Call for replenishment if you are running low on supply. **There should be no need for you to move around**. Stay put, and focus on the pick-and-place accuracy in front of you.
5. If you are handling frozen items, **gloves may helpful** to keep your hands warm and the food cold, especially for large volumes and long contact with the frozen food.
6. Keep frozen items in their **bulk boxes as long as possible**. Avoid placing frozen items directly on the aluminum tables.
7. After the last order box is sorted, **help clean up**.

Box Walkers - Outside of the Tables

Crew of 6 (of the 15 listed above for Box Filling Team).

1. This activity begins after all bulk boxes are in position, quantities are checked and **the Administrator gives the go-ahead to proceed**. – See Bulk Box Receiving above.
2. The Box Walker will **walk the circuit**, sliding the order box on the table tops. The Box Filler on the inside of the tables will place one of each food items in your box. Watch as the items go in your box as a **double check** that one and only one of each food item goes in the box.
3. Fill **one order box** unit at a time to avoid errors.
4. Move items around in the box as needed to make efficient use of the space. Try to **keep the box from overflowing** so it can be sealed squarely and stacked.
5. When complete, close the box flaps.
6. During slow times, **help flatten corrugate** for recycling.
7. After the last order box is sorted, **help clean up**.

Bulk Replenishment Team Inside of the Tables – Start 7:00am

Needs: Painters tape to line out floor, box cutters Knock-down box supply, tape dispensers and extra tape, 2 table signs for each food item with tape. Leader + crew of 9.

1. Help **set up tables**.
2. Team Leader provides **last minute instructions**.
3. **Tape the floor** in the replenishment area so that when all bulk boxes arrive, they all have a “home”. **Allow space between items** and between the stack and the table so you can move around in the replenishment process later.
4. Help **unload bulk boxes** when they arrive from McKinney – see below.
5. Have a **sharp edge** available for opening boxes.
6. You are responsible to **keep food items stocked on the table** in front of the order fillers inside the lines. Timeliness will be critical for success.
7. Open the first box and place it in the “active” position for the Box Filler. Place a **second box** next to the “active” box, so that the Box Filler always stays supplied. See diagram.
8. **Keep frozen items enclosed** and in their bulk boxes as long as possible. Avoid placing frozen items directly on the aluminum tables.
9. After the last order box is sorted, **help clean up**.

Order Assembly Team – Start at 7:00am

Needs: (2) Radios, order stickers for FUMC Allen clients), order summary for the month, markers to mark each “specials” box. Leader + crew of 5.

1. Help **set up tables**
2. Team Leader provides **last minute instructions**.
3. **Prepare the “specials” area** with table signs facing the order assembler.
4. **Gather order stickers.**
5. **Help unload bulk boxes.**
6. Write (marker) or place **numbered sticker** on each of the “specials” boxes the number of the “specials” number, eg. 1, 2 3, etc. This helps avoid mistakes.
7. **Radio check** with the parking lot Greeter

Box Stagers:

Crew of 2 (of the 5 listed above for the Order Assembly Team)

1. Keep the box flow moving to the Order Assembly area.
2. Do not push boxes into the order assembly area – the Order Assembler needs room to gather both the order boxes and the “specials”

Outside Greeter with Radio

Crew of 1 (of the 5 listed above for the Order Assembly Team)

1. Greets the client.
2. Ask the client for their name or voucher. For FUMC Allen clients, we need the name. For ACO clients, we need the number of order boxes.
3. Call the order in to the Order Assembler on the radio. If the client is an FUMC Allen client (with or without specials), call in the client’s name. If the client is an ACO client, call in the number of boxes on the voucher.
4. Give the client an order form and let them know that they can place an order for next month after the pick up.

Order Assembler with Radio

Crew of 1 (of the 5 listed above for the Order Assembly Team)

1. The order assembler listens on the radio for the check-in person radioing in the FUMC Allen **client’s name** or ACO client’s quantity of boxes.
2. For FUMC Allen clients, find the **order sticker** and stick it on the order box. Assemble the **balance of the order** (additional boxes and “specials”).
3. For ACO clients, pull **the correct number of boxes** and pass them on down the line. There is no paper work for assembly orders for ACO clients.
4. After the order is completely assembled, push the order to the **order checker**.

Order Checker

Crew of 1 (of the 5 listed above for the Order Assembly Team)

1. Order Checker reviews the order sticker and checks the order boxes for completeness.
2. It is not necessary to open the boxes, simply ensure that the order is assembled before passing it on.
3. Pass the order down the line. Keep the order together.

Order Delivery Team – Start at 7:00am

Needs: (1) Radio, awning between the loading dock and driveway for sun/rain, clear plastic and tape to seal the open doorways. Leader + crew of 6.

1. Help set up inside tables.
2. Set up tarps/awnings.
3. Set up plastic to seal the open doorway. Leave flap for the boxes to pass through.
4. Collect clip board and signature paperwork.
5. Team Leader provides **last minute instructions**.

Order Stagers:

Crew of 4 (of the 6 listed above for the Order Delivery Team)

1. Keep the flow moving from the Order Assembly area to the Delivery area. **Keep each order together.** While we want to keep the flow moving, keep the orders inside as long as possible. There is nothing gained by orders congesting the delivery area, especially on warm days.
2. One person is in the **gym**. Push the order through the doorway into the “exit” hallway.
3. One person is in the “exit” hallway. Push the order through one of the double doors to the outside. A sheet of plastic will cover the opening to keep the cool air in the building. Keep the flap closed as much as possible. Keep the other doorway closed as much as possible.
4. One person is on the raised dock outside. Push the order down the slide. Keep each order together. Only allow two orders down below to avoid confusion.
5. One person is on the ground outside. Push the order to the end of the last table. Allow a second order to sit in queue behind the first. Keep the two orders apart.

Order Delivery:

Crew of 2 (of the 6 listed above for the Order Delivery Team)

1. Work in **team of two** – The Box Handler delivers the boxes and the Delivery Clerk has a clipboard with client list, and obtains client signatures. Communicate back and forth the client’s name (FUMC Allen client), or the number of boxes (ACO client), the order content, and where the client wants the boxes placed in the vehicle.
2. **The clerk** asks for the FUMC Allen client’s last name or asks for the ACO client’s voucher. Look up the order (FUMC Allen client) or look at the voucher (ACO client). Confirm the order with the client and ask where they want the order loaded in the vehicle.
3. The clerk calls the name (FUMC Allen client) or number of boxes (ACO client) to the Box Handler. Have the client **sign** the clipboard (FUMC Allen client) **or take the voucher** (ACO client). Inform the client that they can pull their vehicle up to the right to place an **order for next month**. There is an order sheet in the box.
4. Keep the **ACO vouchers** for collection by a Customer Service Person.
5. The Box Handler **fetches and delivers** the order (FUMC Allen) or the right quantity of boxes (ACO). Theoretically, the orders should come down the line in the same sequence as the vehicles arrive at the dock. Please don’t assume that. **Check each order.**
6. If there is something missing, ask for a Customer Service person to help sort it out.
7. For FUMC Allen orders, look for the name on the sticker. Carry the order to the client’s vehicle. The Box Handler verbally confirms the quantities with the client and the Delivery Clerk. Load the vehicle.

Angel Food Ministries at FUMC Allen Volunteer Instructions

Revised for May 2008 with ACO Clients - Sort in the Gym with Curb Side Delivery Page 8 of 8

Customer Service Team Start 7:00am

Needs: (1) Radio, copies of the month's orders, order summary for the month, order placement supplies. 2 Leaders.

1. Help set up indoor and outdoor tables.
2. Radio check
3. Review **paper work for the month**. Have a copy of the order log, order forms, and cancelled checks for the current month.
4. Be **stationed outside at the curbside delivery area** and watch for a Delivery Team member to request help. Try to solve problems on the spot (if quickly), or ask the person to park in the handicap area to keep the vehicles flowing. Use a radio in case you need to request something from the Order Assembler.
5. Occasionally **collect the vouchers** from the Delivery Clerk and reconcile the vouchers with the ACO client list.
6. Toward the end of the distribution, review the Delivery Clerk's clipboard and **call missing FUMCA clients**
7. Take orders for next month. Parking in the south handicap spots.
8. Buddy system with the help desk for security.

(Everyone) Clean up

1. Some clean up may already have been started.
2. Trash and **corrugate removal** can begin after the last order box is filled and in the staging area.
3. Take the crushed boxes to a **recycling** center.
4. **Stack tables** as they are no longer needed.
5. After the last client has been served, **stack remaining tables, dust mop, and then damp mop** the floor.